

Service

besam®



ASSA ABLOY



World class service

When choosing Besam, you get access to our global in-house service organisation with local certified expert service teams. With over 40 years in the business, we have thorough knowledge of entrances in general and Besam products in particular. Equipped with the right parts, our skilled staff can maintain, upgrade and service not only our own solutions but also any other brand.

We provide tools to upgrade your entrance equipment to the latest technology and we do pro-active replacement of worn components to prevent large breakdowns, much like the oil change on your car. With reliable diagnostics and service history at hand, Besam can provide you with world-class service in all our markets and help you to establish your budget for multiple years.

Entrance solutions

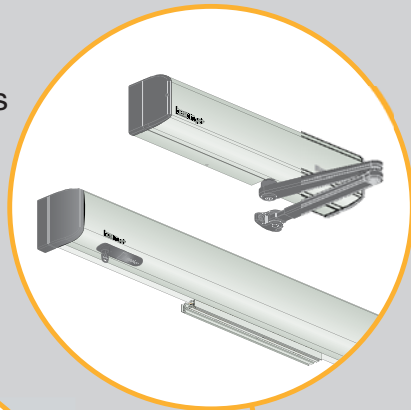
Continuous development

A Besam product is top of the line and we put much effort into research and product development. When it comes to service we truly go that extra mile for you. Our technicians are highly trained and their expertise raises the bar for client satisfaction. We use the latest techniques available to be able to perform fast and reliable service on anything in and around your entrance.

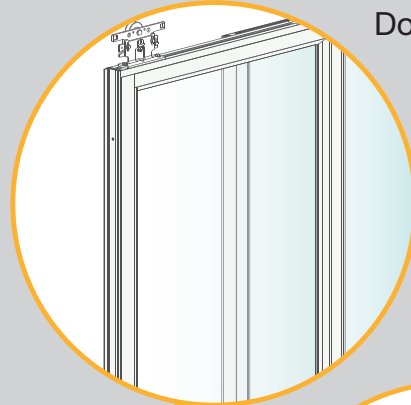


Service solutions for your entrance

Door operators



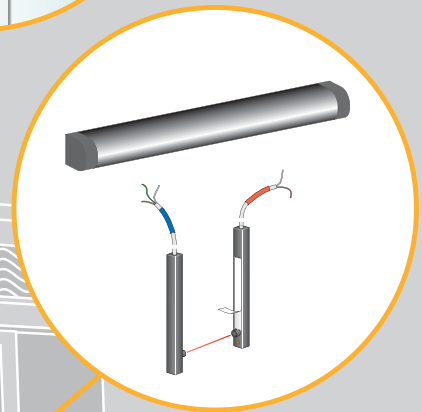
Door and screens



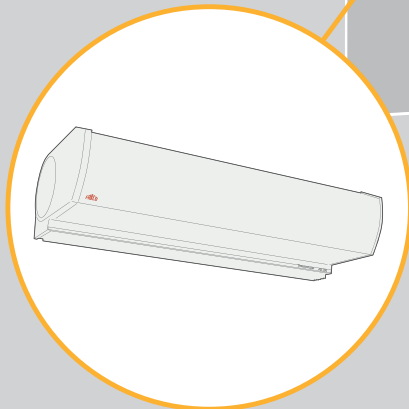
Rollershutters



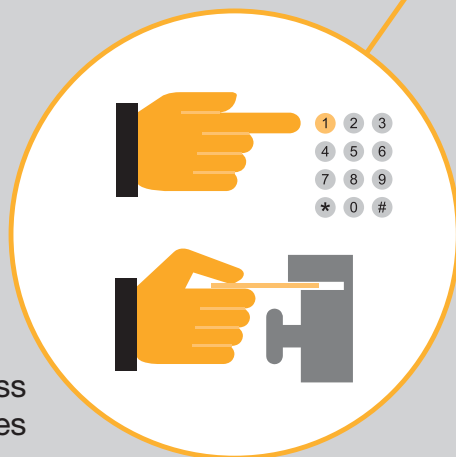
Safety sensors



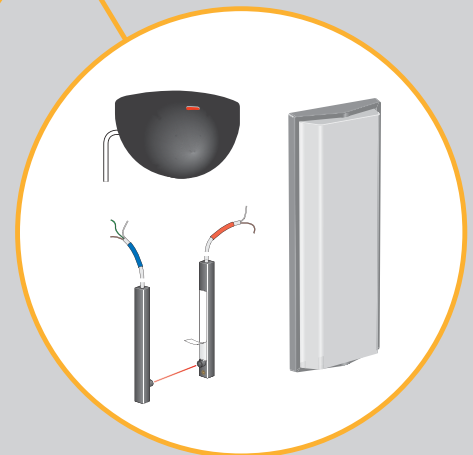
Air curtains



Access control devices



Activation units



Planned service and maintenance

When designing a service solution we always look at each case with fresh eyes. Every client or project has specific needs and specialised demands and we meet these conditions with the tailor's eye.

Based on endless tailoring possibilities, Besam offers any level of involvement that can easily be adapted to your specific needs. Our offer ranges from a basic inspection visit to more comprehensive maintenance arrangements where we help you budget and manage the lifetime cost of your entrances.

Besam service offer

Over 40 years know-how
Worldwide presence
National hot lines
Certified technicians
Serving all makes and models
Quick response
The right spare parts

Service solutions

Planned maintenance visits are a good way of uncovering small problems and avoid costly repairs. Our service technicians inspect, clean, adjust, lubricate and fine tune the product, keeping it in top shape.

If an unexpected failure does occur, you simply call the hot line number to your national call centre. In some cases the problem can be solved directly over the phone. If a visit is necessary a certified technician will contact you shortly. Contract clients are always prioritized.

To find out which service level is the most cost-effective and appropriate for you, please book a meeting with our local service advisor.



Fast communication

Equipped with state of the art diagnostic tools, our technician will produce a worksheet report during the service specifying what has been done, and we can send you a copy directly via e-mail. Every entrance solution we serve is numbered, providing us with a continuously updated living history on component level.

Service at Besam is fast, accurate and cost-effective, and will protect your investment for a long time. You will experience a minimum of downtime and optimized product performance.

The service staff is well trained and works professionally everywhere in the world where you require service on any entrance.

Learn more about Besam's entrance solutions and our service offer at www.besam.com or contact your local Besam representative.

- AUSTRALIA** – Besam Australia Pty Ltd
 • Phone +61 1300 13 13 10 • Fax +61 3 8574 3865
 • admin@besamaustralia.com
- AUSTRIA** – Besam Austria GmbH
 • Phone +43 (0)1 914 55 37 0 • Fax +43 (0)1 914 92 98
 • vertrieb@besam.at
- BELGIUM** – Besam Belgium NV
 • Phone +32 (0)11 60 95 00 • Fax +32 (0)11 60 46 80
 • info@besam.be
- CANADA** – Besam Canada Inc.
 • Phone +1 (905) 608-9242 • Fax +1 (905) 608-1151
 • general@besam.ca
- CHINA** – Besam Automatic Door Systems Trading Co. Ltd.
 • Phone +86 21 5128 8909 • Fax +86 21 5128 8919
 • info@besam.com.cn
- CZECH REPUBLIC** – Besam, spol. sr.o.
 • Phone +420 286 001 560 • Fax +420 286 001 570
 • besam@besam.cz

- NORTHERN IRELAND** – Besam Ltd
 • Phone +44 (0)28 71 268011 • Fax +44 (0)28 71 271115
 • info@besam.ie
- NORWAY** – Besam Norge a.s
 • Phone +47 69 24 53 00 • Fax +47 69 24 53 50
 • info@besam.no
- POLAND** – Besam Polska Sp. z o.o.
 • Phone +48 (0)22 331 86 80 • Fax +48 (0)22 331 86 81
 • biuro@besam.com.pl
- PORTUGAL** – Besam Portugal
 • Phone +351 212 969 290 • Fax +351 212 974 132
 • apoiocliente@besam.com
- REPUBLIC OF IRELAND** – Besam Ltd
 • Phone +353 (0)46 90 76747 • Fax +353 (0)46 90 76745
 • info@besam.co.uk
- SINGAPORE** – Besam (Mfg) Pte Ltd
 • Phone +65 6745 6228 • Fax +65 6745 7322
 • info@besam.com.sg



- DENMARK** – Besam A/S
 • Phone +45 44 53 70 80 • Fax +45 44 53 20 22
 • besam@besam.dk
- FINLAND** – Besam OY
 • Phone +358 (0)9 7288 5400 • Fax +358 (0)9 799 292
 • besam@besam.fi
- FRANCE** – Besam S.A.S
 • Phone +33 (0)1 43 77 55 66 • Fax +33 (0)1 43 39 56 00
 • besam@besam.fr
- GERMANY** – Besam GmbH
 • Phone +49 (0)6071 208 0 • Fax +49 (0)6071 208 111
 • info@besam.de
- HONG KONG** - Besam/ASSA ABLOY Hong Kong Limited
 • Phone +852 2260 0888 • Fax +852 2686 8682
 • info@besam.com
- HUNGARY** – Besam Kft.
 • Phone +36 1 424 7274 • Fax +36 1 226 1949
 • besam@besam.hu
- ITALY** – Besam S.p.A.
 • Phone +39 (0)2 936 11 311 • Fax +39 (0)2 936 21 16
 • besamitalia@besam.it
- NETHERLANDS** – Besam Nederland B.V.
 • Phone +31 (0)318 69 89 69 • Fax +31 (0)318 63 83 46
 • info@besam.nl
- NEW ZEALAND** – Doorman Besam Ltd
 • Phone + 64 (0)9 815 8392 • Fax + 64 (0)9 815 8391
 • admin@doormanbesam.co.nz

- SLOVAKIA** – Besam, spol. sr.o.
 • Phone +421 254 431 045 • Fax +421 254 431 247
 • besam@besam.sk
- SOUTH AFRICA** – Besam South Africa
 • Phone +27 11 761 5000 • Fax +27 86 619 2387
 • besam@assaabloy.co.za
- SOUTH KOREA** – Besam/ASSA ABLOY Korea
 • Phone +82 (0)31 995 0600 • Fax +82 (0)31 995 0670
 • info@besam.com
- SPAIN** – Besam Ibérica S.A.
 • Phone +34 916 574 860 • Fax +34 916 614 380
 • informacion@besam.es
- SWEDEN** – Besam Export AB
 • Phone +46 (0)418 514 00 • Fax +46 (0)418 513 55
 • export@besam.se
- SWEDEN** – Besam Sverige AB
 • Phone +46 (0)418 510 00 • Fax +46 (0)418 140 60
 • swsales@besam.se
- UNITED KINGDOM** – Besam Limited
 • Phone +44 (0)1932 765888 • Fax +44 (0)1932 765864
 • info@besam.co.uk
- USA** – Besam Entrance Solutions
 • Phone +1 704 290 5520 • Fax +1 704 290 5555
 • marketing@besam-usa.com

For more information, visit www.besam.com and www.assaabloy.com.

Besam Export is represented by distributors in: Argentina, Bahrain, Belarus, Bulgaria, Croatia, Cyprus, Egypt, Estonia, Greece, Iceland, Iran, Israel, Japan, Jordan, Kuwait, Latvia, Lebanon, Lithuania, Oman, Qatar, Romania, Russia, Saudi Arabia, Serbia Montenegro, Slovakia, Slovenia, Switzerland, Syria, Turkey, Ukraine, United Arab Emirates.

Besam in brief

World leading supplier of entrance solutions

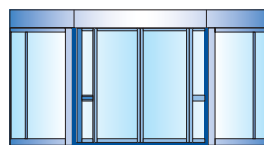
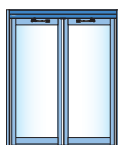
Global presence – local mindset

Global service programme

Customised applications

Design and functionality

A safe investment



www.besam.com

Besam is part of ASSA ABLOY.

ASSA ABLOY is the global leader in door opening solutions,
dedicated to satisfying end-user needs for security, safety and convenience.